

Care Team Integration Update: Client Communications Agency-Wide

All-Staff Meeting

May 9, 2019



Recap: Increasing Client Familiarity with Care Teams

We're:

- Talking about care teams with clients
- Making team colors much more visible—strengthening their “brands”

We started with the Yellow Team...now we're beginning to expand agency-wide.



Talking about Care Teams with Clients

During each visit, care team members tell clients about their care team. It takes less than 10 seconds...

“You’re on the [Insert color] Care Team. As your [NP/CM/RN/MD/CHW/LCSW/MA], I’m part of the [Insert color] Care Team and we work together to coordinate your care.”



Branding—New Appointment Cards

- CAAs give clients appointment cards based on care team
- Providers also have appointment cards on-hand
- Providers write their names on appointment cards
- Appointment cards are available in the mailroom or CAA desks



Reminder: Check the portal!

WHAT GROUNDS US HUMAN RESOURCES TOOLS AGI

Mission

Core Values

- 2018 Core Value Nominations

Health Home Model of Care

- Performance Improvement
- 2019 Innovation Challenge
- Team-Based Care
- Care Team Integration**

Strategic Plan

- Goal 1
- Goal 2
- Goal 3

Advocacy

- 2019 State Legislative Session

Our Funding

Every staff member must enroll or waive insurance by May 3.

SEE YOUR OPTIONS HERE

Find resources for staff here!

Resources

Recently added!

FOR EVERYONE

- **Review of Activities - Yellow Team**, January-April
- Where we've been—and where we're going
- FAQ
- Care team listing
- All-staff presentations: January, February, March, April

FOR YELLOW TEAM

- Floor plan

Coming soon...

- Color care team stickers on name plates
- Huddles across all teams



Questions?

